



**City of Springfield, Mo.**

**Public Works Department  
Sanitary Services Division**

***Industrial User  
Pretreatment Questionnaire  
Instruction Booklet***

**Industrial Pretreatment Program  
1216 W. Nichols St.  
Springfield, Mo. 65802**

**417-864-1923**

C:\MyFiles\IUPQ\_instrbook.doc

## **PUBLIC WORKS DEPARTMENT**

### **INSTRUCTIONS FOR**

### **INDUSTRIAL USER PRETREATMENT QUESTIONNAIRE**

#### **GENERAL INSTRUCTIONS**

These instructions are designed to assist you in filling out the City of Springfield's Industrial User Pretreatment Questionnaire. Examples have been provided which should answer most questions concerning the information required. If, however, you have a question about a particular item, please feel free to call our office at 417-864-1923, and we will be happy to assist you.

Please make certain all blanks, except for those answer blanks you are instructed to skip, are filled in even though the answer to a particular item may be "zero" or "none." The information to be provided in Section F, items 5 and 6, requires that you be knowledgeable of chemicals used in your manufacturing, processes or service activity. At this point in time, you may need not have an analysis of your wastewaters to determine the presence or absence of the priority pollutants. You may, however, have to contact your supplier of proprietary products for assistance in providing the requested information. If an analysis of your wastewaters becomes necessary, you will be advised as to what parameters to sample and analyze for.

If additional space is required to provide complete information for a particular item, please attach additional sheets keyed to the Section and Item number and write "continued on additional sheet(s)" in the appropriate blank.

Appendix A lists some of the chemical compounds on the priority pollutant list which have commonly used synonyms.

Keep the pink colored copy for your files. Please return the original and yellow colored copy to our office:

City of Springfield, Mo.  
Industrial Pretreatment Program  
1216 W. Nichols St.  
Springfield, Mo. 65802

## SECTION A. GENERAL INFORMATION

1. The company name should be that name which is used for official transactions or as it appears on company stationery.
2. The mailing address should be that address where all correspondence pertaining to the Pretreatment Questionnaire or other City business should be sent.
3. The premise address should be the address of the plant or facility for which the Pretreatment Questionnaire is being submitted. Each plant operated by your company, if at a different address, may require a separate questionnaire. You may have been mailed a Pretreatment Questionnaire for each premise for which filing is required.
4. The signing official shall be a representative of the company, as defined below, with the authority to sign on behalf of the company for the particular production or service facility and certify the accuracy of the information provided on official documents. A plant manager or facility manager may be assigned or designated such authority, in writing.

### "Authorized Representative of the User."

- (1) If the User is a corporation:
  - (A) The president, secretary, treasurer, or a vice-president of the corporation in charge of a principal business function, or any other person who performs similar policy or decision-making functions for the corporation; or
  - (B) The manager of one or more manufacturing, production, or operation facilities employing more than two hundred fifty (250) persons or having gross annual sales or expenditures exceeding twenty-five (25) million dollars (in second-quarter 1980 dollars), if authority to sign documents has been assigned or delegated to the manager in accordance with corporate procedures.
- (2) If the User is a partnership or sole proprietorship: a general partner or proprietor, respectively.
- (3) If the User is a Federal, State, or local governmental facility: a director or highest official appointed or designated to oversee the operation and performance of the activities of the government facility, or their designee.
- (4) The individuals described in paragraphs 1 through 3, above, may designate another authorized representative if the authorization is in writing, the authorization specifies the individual or position responsible for the overall operation of the facility from which the discharge originates or having overall responsibility for environmental matters for the company, and the written authorization is submitted to the City of Springfield, Missouri."
5. Often a person within the company, such as the plant engineer, is assigned the responsibility of dealing with matters concerning environmental compliance or waste disposal. The name, title, address, and phone number of this alternate person should be provided.
6. The appropriate box should be checked to indicate if the application is for an existing or proposed discharge. If it is a proposed discharge, the anticipated date of commencement should be indicated.

NOTE: The signing official should sign and date the completed Pretreatment Questionnaire after reviewing its contents. There are significant penalties for submitting false information, including the possibility of a fine and/or imprisonment.

**SECTION B.                      PRODUCT OF SERVICE INFORMATION**

1. Describe the primary operations which will convey a general idea of the type of manufacturing, process or service activities which will, or now, take place at the premise address.

For example, if you manufactured “Dairy Products” your primary operations might be:

- a) Receiving Milk
- b) Bottling Milk
- c) Condensing Milk
- d) Ice Cream Manufacturing
- e) Dry Milk Manufacturing
- f) Cheese Making
- g) Butter Making

The SIC number may be found in the Standard Industrial Classification Manual published in 1987 as prepared by the Statistical Policy Division, Office of Management and Budget, Washington, DC. A copy of the publication can be found in the reference section of the Springfield-Greene County Public Library or the City’s Industrial Pretreatment Office.

In this manual industrial processes are classified into general major groups designated by two-digit numbers. Each of these major groups is then further subdivided into specific four-digit subheadings. For example: Food and Kindred Products = Major Group 20; Ice Cream and Frozen Desserts = 2024. The SIC number(s) reported should be four-digit numbers which best describe the various products or services provided.

2. List the principal raw materials used in the production of your product. For example, if you are engaged in the production of phosphates, your raw materials might be:
  - a) Potassium Hydroxide (Caustic Potash)
  - b) Phosphoric Acid
  - c) Sodium Carbonate (Soda Ash)
  - d) Lime
3. List the principal products produced at your facility.
4. Check all additional activities conducted at your premise which are not the primary manufacturing or service activities as described in question B-1 above. All additional activities should be identified with the applicable SIC number(s), if known.

**SECTION C.****PLANT OPERATIONAL CHARACTERISTICS**

1. A manufacturing process may involve any number of identifiable activities or process steps. Anything conducted in one operation or lot would be a batch process, whereas a continuous process is normally considered an operation that proceeds step by step without interruption. To compute the average number of batch operations per 24-hour day, take the total number of batches made during a typical production month and divide by the average number of workdays per month.
2. During summer months a plant may make antifreeze for sale during fall or winter. During the winter months, the same plant could conceivably manufacture charcoal lighter fluid. Such operations would be considered seasonal. For those plants with seasonal variations in manufacturing processes, itemize the products and months of peak production for those products.
3. Consider each shift on the basis of normal starting time with three shifts possible per 24-hour day. Only the periods of production or process operation including cleanup procedures are to be considered as shift work. The average number of employees per shift should include those office workers, executives and watchmen whose hours generally coincide with the times of production shifts.
4. Any equipment or process used to prepare previously used water for recycling or reuse, or material recovery system, should be explained. Examples are: filters, ion exchange units, chemical treatment units.
5. Facilities with substantial quantities of oil or hazardous substances stored on the premise should have a spill contingency plan and spill control facilities to prevent such substances from causing environmental damage if spilled. You should determine the potentially hazardous substances that could be spilled at your facility and evaluate the need for such planning and control systems. Please refer to 40 CFR Part 112, Oil Pollution Prevention, for its applicability to your premises.

**SECTION D.****WATER CONSUMPTION AND LOSS**

1. Enter the source from which your plant purchases raw water. If another source, such as a well, is utilized totally or in part, indicate that source and clarify by explanation if necessary.
2. The water bill addressee should be the name to which the bill is mailed.
3. The water service account number is the account number which appears on the water bill. List all account numbers applicable to this premise.
4. a & b. Using your water bills for the previous twelve-month period, enter the year and the total volume (CCF, hundred cubic feet) consumed during the first six months in 4a.

Enter the year and the total volume (CCF) consumed during the second six months in 4b. If there is more than one water service account number for this premise, the water usage figures entered in 4a and 4b should be the arithmetic sum of the water consumption for all of these accounts during the same time period.

5. Water usage in industry varies depending on the type of manufacturing activity, age of the plant, process equipment utilized and other variable characteristics. A listing of the categories and total water volumes used is an aid in evaluating wastewater disposal problems. In some instances the volume of water used for a particular category will be metered. In other cases, a calculated estimate of the water used will be necessary.
  - a) Record the average volume of water used (gallons per day) for makeup in coolers, refrigeration and air-conditioning equipment, cooling towers, and other similar systems.
  - b) Record the average water volume used for boiler makeup (i.e., feed water) and other heating systems.
  - c) Record the average daily water consumption for all production processes at your plant.
  - d) Record the water used for domestic type activities at your plant. Such use would include water for showers, toilets, cafeteria and drinking fountains.
  - e) Record the average water volume used for plant and equipment wash down.
  - f) Record the average water volume used for irrigation or lawn watering. If a separate water account is used solely for irrigation or lawn watering purposes, please indicate as such.
  - g) Record the volume of water used for activities other than the listed categories and identify the use.
  - h) Total the average water volumes for items a) through g).
6. Water consumed by an industrial plant must be removed from the plant via some means, i.e., the water in and water out must be in balance. Much of the raw water after being used for processing, cleaning, cooling and other purposes is discharged to a sewer or drain. Some water is removed from the premise by other means such as evaporation or shipped out in product. The quantities removed by such other means can often be determined from plant operational logs. Sometimes actual measurements using various types of metering devices are necessary. Average daily water consumption figures can be used to check overall discharge quantity.

In reporting the total average daily water volume discharged to each outlet, be sure to include in the average any slug discharges from batch reactor cleanup and other such fluctuating discharges. Some wastewater discharges may go to the municipal sanitary sewer system while other discharges may end up in a ditch, natural watercourse, or

municipal separate storm sewer system and require an (National Pollutant Discharge Elimination System) NPDES permit from the Missouri Department of Natural Resources (MDNR). Cooling water overflow may be an example of the latter, since it could ultimately be discharged from a building storm sewer drain into a natural watercourse.

Some industries dispose of wastewater via other means such as waste haulers or subsurface injection. The volume of such discharges should be included. Storm water should not be included in any reported discharge volume.

- a) Record the measured or estimated average gallons per day of all wastewaters that flow from the premise and enter a public sewer whether treated or untreated, process or sanitary, boiler or cooling water. Flow measurements or calculated estimates should extend over a sufficient period of time to insure that typical or representative flows are reported.
  - b) Record the measured or estimated average gallons per day of all wastewaters whether treated or untreated that flow from the premise and enter a watercourse, storm drain or groundwater. Flow measurements or estimates should extend over a sufficient period of time to insure that typical or representative operation is reported. Any irrigation or lawn watering should be included on this line.
  - c) Record the estimated average gallons per day of all wastewaters that are removed from this premise by waste haulers in your employ or contracted.
  - d) Record the estimated average gallons per day of water loss by evaporation during processing, heating or cooling.
  - e) Record the estimated average gallons per day of water contained in your products.
  - f) Total the average discharge for items a) through e).
7. Each industrial activity identified in Section B can consume water. A brief description of the process, the proper SIC number, and the estimated average daily water consumed by and discharged from each process should be given.
  8. The use of any equipment or process to prepare raw water received at the plant for process application, cooling, boiler makeup, or other use should be indicated. Examples are: filters ion exchange units, coagulation and precipitation units. The volume of any regeneration wastewaters discharged from these water treatment and conditioning processes should be included.

**SECTION E.                    SEWER INFORMATION**

1. Attach a drawing, drawn to convenient scale, showing the physical location of each building sewer having a separate outlet (connection) to a public sewer, watercourse or drainage system. This drawing should show the location of each building sewer with respect to plant property lines, city streets, alleys, ditches, and other outstanding topographic features. The direction of flow in each sewer should be indicated and an arrow denoting North should be included. The location of the place on each sewer where samples of the wastewater in that sewer can be collected should be shown. It will also be helpful to show the location of identified SIC process and the points where samples of effluent can be collected from these processes.
2. For each building sewer pictured in the drawing for E-1 above, list the size and adequately describe the location of the outlet or connection to the public sewer. Sequential reference numbers starting with No. 1 should be assigned each sewer. The average daily flow in gallons for each of the designated sewers should be indicated.

**SECTION F.                    WASTEWATER INFORMATION**

1. It should be indicated if the facility generates wastewater other than from rest rooms, cafeterias, or non-contaminated cooling water. If the facility generates wastewater from only rest rooms, cafeterias, or non-contaminated cooling water, the information in Section F is not needed. If the facility generates wastewater from other than rest rooms, cafeterias, or non-contaminated cooling water, both Sections F and G are to be completed.
2. For each type of discharge shown, the quantity of wastewater in gallons per day and the discharge point should be indicated. The sewer reference number refers to the sewers listed in Section E, item 2. Each process listed in Section D, item 7 should be accounted for in this section using the corresponding letter. The "Total" discharge quantity listed for each process should be the same as listed in Section D, item 7. The "Total" discharge quantity listed for Sanitary, Boiler, Cooling, Plant and Equipment Wash Down, and "Other (Specify)" should be less than or equal to the quantities listed in Section D, item 5. The summation of the discharge quantities listed in the vertical "Total" column should be equal to the summation of the discharge quantities listed on the horizontal "Total" line.

For each building sewer discharging to a storm drain or surface water, place an asterisk (\*) by the sewer reference number and list the outfall number applicable to the discharge. The NPDES Permit number for this facility should also be listed. If there is more than one NPDES Permit for this facility, list each Permit number and indicate the outfall regulated by each.

If additional columns are needed to complete F-2, please include such information on another sheet of paper.



3. It should be indicated if any form of wastewater pretreatment is practiced at this facility. The information provided concerning wastewater pretreatment should include any equipment or process used to remove or reduce solids, grease, dissolved or other material prior to discharge to the sewer system. Examples are: oil/grease/sand interceptors, filters, settling tanks.
4. Any recent data concerning wastewater analyses performed on discharges from your facility should be attached.
5. The list of substances in this item has been prepared by the U.S. Environmental Protection Agency (EPA) to comply with the requirements of the 1976 Consent Decree in the case of Natural Resource Defense Council vs. Train, 8 ERC 2120 (D.D.C. 1976). Some of the organic compounds in this list are known by other names. Appendix A of this instruction booklet lists in alphabetical order those compounds indicated by an asterisks (\*) which have synonymous names.

To obtain the required information for this section, a review of substances or materials used in or generated by your manufacturing or service activity is necessary. Many of the substances are ingredients of materials in common use. A careful review of labels may be necessary to determine their presence or absence. When using proprietary products for cleaning or other purposes, it may be necessary to consult suppliers for assistance in determining whether or not a priority pollutant is present.

In this item we are asking that you only indicate each chemical compound if it is: Suspected Absent, Known Absent, Suspected Present, or Known Present. You do not have to perform a laboratory analysis to obtain this information at this time. If an analysis of your wastewaters becomes necessary, you will be advised as to what parameters to sample and analyze for.

6. Once the priority pollutants have been identified as present or absent in your manufacturing or service activity, information concerning the annual usage in pounds and the estimated quantity in pounds lost to the sewer is requested. The numbers appearing in this part of Section F to identify chemicals, should be the same as listed in item 5. To determine the quantity of priority pollutants used annually, it may be necessary to review production records, purchase orders, bill of lading, or other records. To arrive at a reasonable estimate of the pounds of material lost to sewer, you may have to analyze production records, spill incidents, material balance evaluations, recovery rates, spent batch concentrations, drum residuals, or other sources. Note: The quantities lost may surprise you and emphasize the need for closer control.

## **SECTION G. OTHER WASTES**

The information in this section identifies wastes that are not disposed of in the sewer system. In case of an accident or a spill, this information may be helpful in determining what type of wastes could be discharged to the sewer system. For your convenience, we have provided a choice for completing Section G. If you have already supplied the information requested in this section to the Missouri Department of Natural Resources in compliance with the Hazardous Waste Regulations and prefer that we obtain the information from the State, you may sign the release in item 4. If you prefer to complete items 2 and 3, there is no need to complete item 4.

We hope this instruction booklet has helped you in completing our Industrial User Pretreatment Questionnaire. If you have any questions regarding the information requested or any suggestions to improve the form, please give us a call at 864-1923.

Thank you for your time, cooperation and continued support.

**City of Springfield, Missouri  
Public Works Department  
Sanitary Services Division  
Room 105, Busch Municipal Building  
840 Boonville Avenue-P.O. Box 8368  
Springfield, MO 65801-8368  
417-864-1923**

**[http://springfield.missouri.org/gov/publicworks/sanitary\\_services/](http://springfield.missouri.org/gov/publicworks/sanitary_services/)**